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July 1, 2016

#### Via OVERNIGHT DELIVERY

Attention: Docket Control Arizona Corporation Commission 1200 West Washington Street Phoenix, AZ 85007

Re:

Compliance Filing – GC Pivotal, LLC d/b/a Global Capacity Decision #74903, Docket T-20787A-14-0367

Dear Sir or Ma'am:

Please find enclosed the original plus thirteen (13) copies of the revised pages of our thiff, which now include our toll-free number. This filing updates all of our contact information and should bring us into compliance. If you have any questions or need any more information, please do not hesitate to contact me.

Sincerely,

Bethany M. Hoffmann

Regulatory Compliance Paralegal

/bmb Enclosures

Arizona Corporation Commission DOCKETED

JUL 5 2016

DOCKETED BY

GC Pivotal, LLC d/b/a Global Capacity 265 Winter Street Waltham, Massachusetts

First Revised Title Page

# ARIZONA PRIVATE LINE TELECOMMUNICATIONS TARIFF

### **OF**

# GC Pivotal, LLC

This tariff contains the descriptions, regulations, and rates applicable to the provisions of private line telecommunications services provided by GC Pivotal, LLC d/b/a Global Capacity with principal offices at 265 Winter Street, Waltham, Massachusetts 02451 for services furnished within the State of Arizona. This Tariff is on file with the Arizona Corporation Commission and copies may be inspected during normal business hours, at the Company's principal place of business.

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### **CHECKLIST**

The Title Page and pages listed below are inclusive and effective as of the date shown. Original and revised pages as named below contain all changes from the original tariff that are in effect on the date shown on each page.

#### SHEET REVISION

1 Original 2 Original 3 Original 4 Original 5 Original 6 Original 7 Original 8 Original 9 Revised \* Revised \* 10 11 Original 12 Original 13 Original 14 Original 15 Original 16 Original Original 17 Original 18 19 Original 20 Original 21 Original Original 22 23 Original 24 Original

Issued: June 30, 2016

Effective: June 30, 2016

<sup>\*</sup> signifies new tariff sheets or where sheets have been amended

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## 5. CUSTOMER OBLIGATIONS AND RESPONSIBILITIES (cont.)

D. Complaint Procedures: Unless the parties to the written contract agree to different process, which terms shall govern over this tariff, a Customer may initiate a complaint with the Company on any matter by telephone, in writing or in person at any of the Company's offices. The Company's response to the complaint will generally be in the same format used by the Customer. The Customer may, at any point during the resolution of the complaint, seek review by a supervisor or manager. If the Customer is still not satisfied, Customer should document the complaint with sufficient detail to investigate the complaint and send the complaint to:

Allison Arbogast - VP, Customer Experience GC Pivotal, LLC 265 Winter Drive Waltham, MA 02451 Telephone: (813) 760-3171

Facsimile: (813) 319-2842 Toll Free: (866) 226-4244

The Company shall further direct such supervisory personnel to inform such Customer who expresses non-acceptance of the decision of such supervisory personnel of their right to have the problem reviewed by the Commission and shall furnish them with the telephone number and address of the Consumer Services Division of the Arizona Corporation Commission as follows:

Arizona Corporation Division 1020 West Washington Street, Phoenix, Arizona 85007 Within Metro Phoenix: (602) 542-4251

Within Metro Tucson: (520) 628-6550 Toll-free Phoenix Office: (800) 222-7000 Toll-free Tucson Office: (800) 535-0148

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